

**DEPARTMENT OF MEDICAL ASSISTANCE SERVICES  
EMPLOYMENT OPPORTUNITIES**

This Agency is charged with ensuring proper MEDICAID services to qualified recipients. Please visit our website and the Commonwealth of Virginia's website referenced below for additional information and qualifications.

**AGENCY CALL CENTER REPRESENTATIVE**

Role Title: Health Care Compliance Specialist I

Two Positions: #00587 and #00773

Pay Band 4 Level I, Hiring Range: \$31,352 - \$53,843

**Closing Date: April 28, 2008**

Program Operations Division - Provides comprehensive analytical and technical assistance via telephone to agency customers by interpreting and applying policies, procedures, and practices governing health and medical care, program eligibility, and billing/payment processes related to Virginia Medicaid, State/Local Hospitalization (SLH), managed care programs and other agency services. Requires experience as a customer service processing analyst in a production standard health insurance telephone call center or experience in a health insurance claims processing environment; experience interpreting and applying policies and procedures; working knowledge of health care payment systems, medical claims processing, managed health care plans, health care policies/procedures, medical and pharmaceutical terminology, and working skill in the use of personal computers including word processing, call tracking software programs, and database applications. Requires experience composing, editing, and formatting written communications and using independent analysis and judgment in making decisions; experience directing clients in resolving problems; researching and analyzing data to reach logical conclusions. High school graduate with some college preferred.

**ONLINE STATE APPLICATION REQUIRED**

**Resumes will not substitute for state applications.** DMAS will only accept online applications submitted through the Recruitment Management System (RMS) by 5:00 p.m. on the closing dates referenced above.

**FAXED, E-MAILED, OR PAPER APPLICATIONS WILL NOT BE ACCEPTED**

Receptionist: 804-786-5408, TDD 800-343-0634

Web sites for vacancy listings

RMS: <http://jobs.agencies.virginia.gov/applicants/Central?search=602>

DMAS: [http://www.dmas.virginia.gov/ab-position\\_vacancies.htm](http://www.dmas.virginia.gov/ab-position_vacancies.htm)

**EEO/AA/ADA**